EXHIBIT

FAMILY ADVISOR TRAINING MANUAL

Version 2.0

Quick Reference Guide

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Key Terms:

Toolbar – The "toolbar" to the left of the screen. This is used to move throughout the system.

Click – to select an item located on the screen, you must move the pointer to the desired item, then press one of the following two buttons:

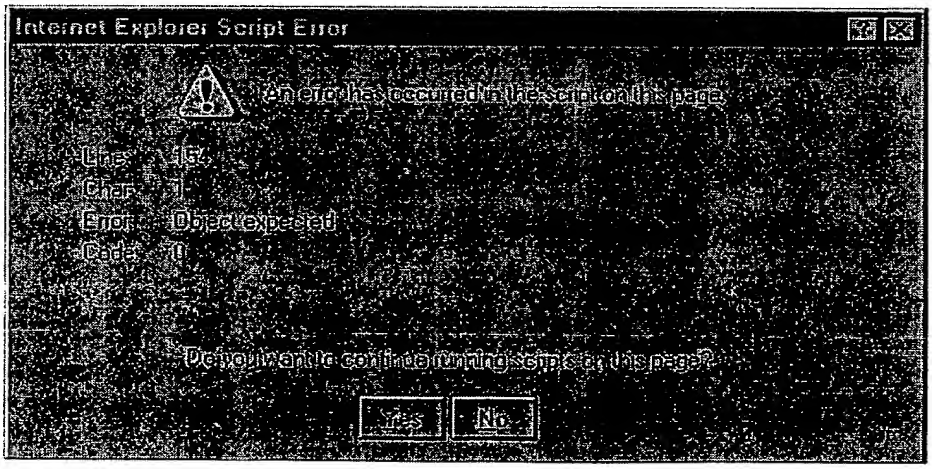
1. The "trigger" located underneath the remote.
2. The left button directly under the trackball on the remote

Homepage – The initial screen (Director's Menu) that appears at the beginning of the system.

Text box/field – The space provided for entering the requested information

Drop-down List box/arrow – The arrow to the right of the text box/field that lists the options for that field.

Errors – If you experience script errors, choose yes and click continue. You are most likely navigating through the system too quickly. The page must be fully loaded prior to moving to the next screen.



INTRODUCTION

Welcome to The Family Advisor by Aurora. This state-of-the-art interactive system was designed specifically for funeral service. The Family Advisor is a helpful tool that assists funeral directors in the planning of at-need or pre-need funeral services. This educational system allows families to gain knowledge and ask questions about every aspect of the funeral planning process. The relaxed setting offered by the custom-designed conferencing center, provides families' comfort in selecting services, caskets, and related products. Better-informed consumers prove to be more satisfied with their decisions.

Funeral directors benefit from the Family Advisor by increasing revenue potential, and decreasing costs by having increased inventory without the need for showroom space. The Family Advisor will enhance profitability while increasing care and comfort to the families served. The funeral planning process has been made easier, and yet, more sophisticated.

Aurora realizes that security and confidentiality is of utmost importance to your business and ours, therefore, we have taken precautions to insure that this system is secure and reliable.

The Family Advisor program uses FTP (File Transfer Protocol) to transfer information from the Family Advisor System to Aurora Casket's Database on the server. Order information is limited to restricted directories on the server in a "write only" mode. This gives your system the ability to add data to Aurora Casket's Database without the ability to read any other customer's data. Aurora Casket inventory data is also available via FTP to the customer. This process is limited to Inventory data only in a "read only" mode.

Both portions of the program use **Microsoft NT's FTP user name and password** for security and this access is located behind **Check Point Firewall** which is monitored 24 hours a day 7 days per week.

Tips:

The user guide follows the same paths as shown on the toolbar. The system paths, and the toolbar, will be slightly different depending on the disposition selected on the "Family Services Selection Guide". Several of the screens in the system are the same regardless of the disposition, therefore, those screens and the process are duplicated in the user guide.

There are also several "optional" screens throughout the selection room. These are intended to provide information and education to the family. Those screens are marked with an **"Optional Screen"** designation. These screens are not part of the toolbar and are not "required" to get to the next screen.

GETTING STARTED

After turning on the system, the initial screen that appears is the "homepage" or Directors Menu. At anytime while using the system, you can return to this screen by clicking on the Family Advisor logo located on the toolbar to the left of the screen. This toolbar contains a menu of options for operating the system.

The options, which are discussed in detail throughout this guide, are listed as follows:

Selection room- The Selection Room is the primary tool used when making funeral arrangements with a family. It guides and educates the family through each step of the process.

The areas listed below are administrative areas and NOT intended for the family. These areas contain sensitive business information. It is vital that information is entered into these areas or you will experience errors in the selection room.

Services- Allows you to enter your general price list of the services offered by your funeral home.

Products- Allows you to select the products that you would like to have in your "virtual inventory".

Customers- Allows you to access customer records/account information.

Cash Advances- Allows you to post any third party services that require payment at the time of the arrangement.

Setup- Lists your funeral home information and also acts as a link to computer setup, contract and disclosure information.

Shipping Addresses - Allows you to list the location(s) where the products are delivered.

Order/Update - Allows you to order the selected products online from Aurora.

Inventory Update- Designed to update your system with current inventory in your service center. This is only necessary for at-need services.

Casket Price List- Allows you to maintain up-to-date price lists of your casket merchandise selections.

Urn Price List- Allow you to maintain up-to-date price lists of your urn merchandise selections.

Service Price List- Allows you to print your General Price List.

System Administration

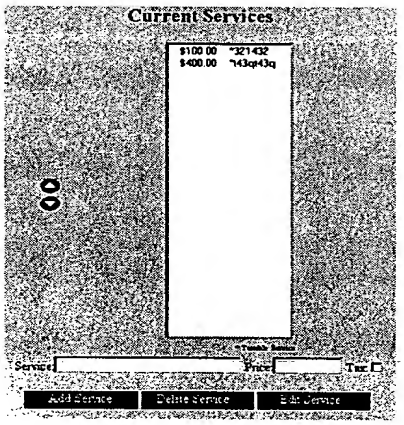
Many of the administrative areas just described are password protected to insure confidentiality. To access these areas, simply type in your user name and password in the appropriate fields and then click on the "Log in" button. Once you enter the password, the field will fill with **** to guard against anyone seeing the password that you enter.

Once you enter an administrative area, the other administrative areas will not prompt for a password. To insure password protection is activated, click on the Family Advisor logo on the navigation bar after completing any changes/additions. You can change the password on the setup screen as often as desired. If you forget your user name or password, call Aurora Answers and a new one will be sent to you via email.

First Time Users: If you are entering Family Advisor for the first time, please go to page 9 and follow the instructions for the Funeral Home Setup page. After you have completed Setup, click on Services to continue your administrative setup. Once these areas are complete, you can return to this point in the training manual.

SERVICES

Click on the services bar located directly below the selection room on the toolbar. This area allows you to enter a list of the current services offered by your funeral home. This screen lets you determine the service description and price as well as display your itemized price list. Services may be added, deleted, and edited as necessary.



To Add Services:

1. Click on the blank text box called SERVICE, until cursor appears.
2. Type in the service description, as it should appear to the family.
3. Click on blank text box called PRICE, until cursor appears. Enter desired price.
4. If the service is taxable, click the blank box called TAX or tap the space bar once (if service is not taxable, do not select this box).
5. Choose a service category: Packages, Services, Facility/Transportation, Merchandise.
6. If you would like to provide further information on the service offering, enter a service description in the Service Description Text Box.
7. Click on the Add Service box at the bottom of the screen. The newly added service will appear in the list.

8. When all additions are completed, click on SAVE SERVICES on the toolbar.

To Delete Services:

1. Click on the service you would like to delete. The selected service will be highlighted.
2. Click on "delete service" at bottom of page. The service will be removed from the list.
3. When all changes are completed, click on SAVE SERVICES on the toolbar.

To Edit Service:

1. Click on the service you would like to edit. The selected will be highlighted.
2. Click on the edit service box at bottom of screen
3. Click on the text box until cursor appears. Make changes accordingly.
4. At the bottom of screen, click either SAVE SERVICE or CANCEL EDITING.

Rearranging Items in the Service Box

1. Click on the service that should be moved. The selected service will be highlighted.
2. Click the up and down arrows located to the left of the viewbox. These arrows will move your selected item up or down the list.
3. When changes are complete, click on the SAVE SERVICES on the toolbar.

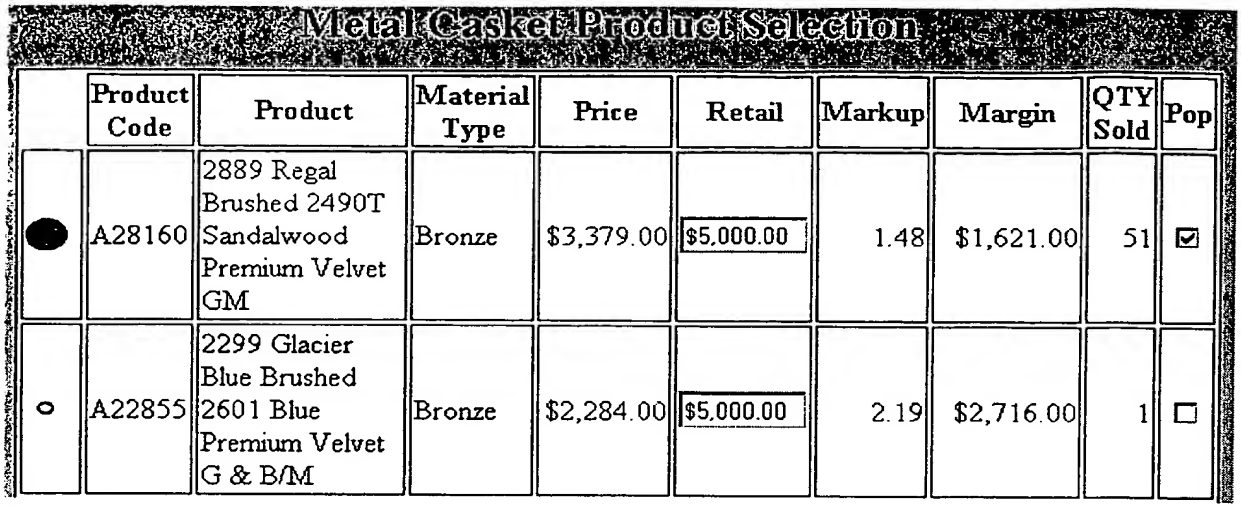
PRODUCTS

This page contains all Aurora products available to you from your service center and allows you to indicate what products you would like to present to a family. The pages are indexed according to product type: metal caskets, wood caskets and urns. To browse through the products available in each category, click on the appropriate icon at the bottom of the page. Each category has multiple pages that are listed at the bottom of your screen.

To select a product, simply put the mouse on the circle to the left of the product code and click until the Aurora logo ● appears.

To deselect a product, simply click the Aurora logo located to the left of the appropriate product. An empty circle will replace it. If the Aurora logo is not present to the left of the product, this product will never be shown to a family.

Products labeled with an Aurora logo will be shown in the selection room process. If you are not familiar with the product and would like to view it, simply click on the product code. Once you have viewed the product, click on "Close" to return to the product selection screen.



After selecting the product, you will set your retail price. This is the pricing that will appear in the selection room to be viewed by the family. Simply key in the desired retail price and click anywhere outside the box. The system will automatically default the retail price to equal the wholesale price, so make sure that you determine the appropriate retail price. The margin and mark-up will calculate automatically.

The Pop column allows you to mark your most popular caskets. In the Selection Room, the family can either view your most popular items or they can choose selection criteria to match a casket to their preferences.

After completing the retail price/Pop on **each** page, choose SAVE SELECTION on the navigation bar. **EACH page must be saved individually. Do not leave the page until you have saved your changes.**

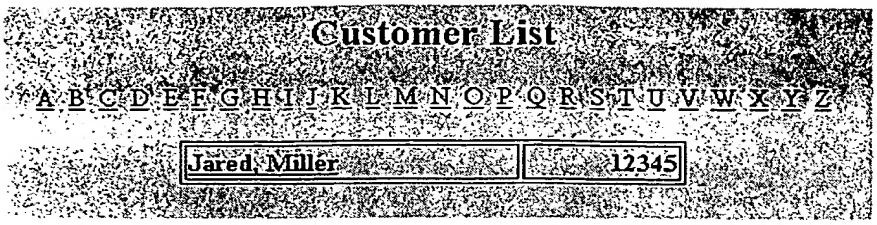
After saving, a Data Saved Successfully message will appear. Select "OK" when the message appears. Due to caching issues with Internet Explorer, you may not see an immediate update to your product screen. **As long as the Data Saved Successfully box appears, your selections have been saved.** You can refresh your screen by changing pages or right clicking on your mouse and choosing refresh.

Customers

This page contains the database of customers that have made arrangements via Family Advisor. This can be very useful for referencing prior arrangements. For example, the Smith family would like to use the same funeral arrangements for Aunt Betty as they did for Uncle Bob. The funeral director has the option to view Uncle Bob's funeral arrangements (services and products) as a reference.

To search for a customer record:

1. Choose the letter of the last name on the list at the top of the screen. Once you choose a letter, the list of customers in the database whose last name ends with that letter will appear.
2. Click on the customer name to view the record.



To search for another customer, click on the "Customers" button on the toolbar to the left and repeat the process.

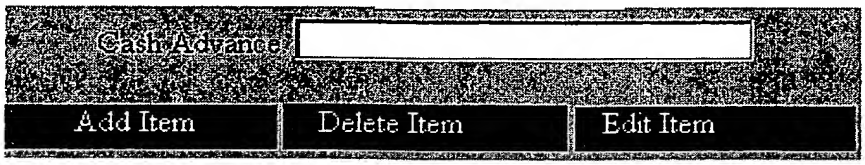
To delete the record, click on DELETE CUSTOMER on the toolbar.

- The customer record will show products, services purchased and cash advances paid, as well as the date, account number and arrangement type. If the arrangement was a pre-need, you'll see a button labeled "Change to At-Need". To change, simply click on the button. The system will verify that you want to complete the process. Click on yes. The next screen that appears will be the order screen. See "Order/Update", page 21. Once the order is placed, the customer record will record the date of the at-need arrangement as well.

Cash Advances

This section is a payment tool that allows you to enter information on payments that are to be made at the arrangement process. To access this screen, simply click on the "Cash Advances" bar on the Director's Menu. To add, delete or edit cash advancements, click on the desired option on the bottom of the page.

1. To **add** an advance, type in the description in the Cash Advance text beneath the list box. Click on the "Add Item" bar to add the cash advance to the list box. When you have finished adding items, click on "Save all Items".
2. To **delete** an item, highlight the desired item in the list box. Then click on the "Delete Item" bar. When you have finished deleting items, click on "Save all Items".
3. To **edit** cash advances, highlight the appropriate advance, then click on the "Edit Item" bar. The advance will appear in the cash advance text box. Edit accordingly and save the item after necessary changes or cancel the editing by clicking on the appropriate bars.

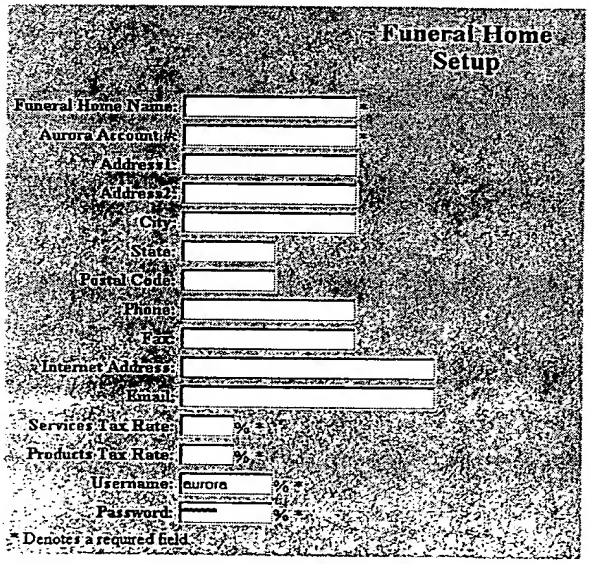


Setup

To access the setup area, click "Setup" located in the center of the Director's Menu on the homepage. The Funeral Home Setup page will appear. This screen establishes the necessary communication/system information to obtain updates. This page provides space to enter information regarding your funeral home. This page also allows input of contract and disclosure information and sets up the tax rate for products and services.

To enter information in the blank text boxes, click the appropriate box. Type in the requested information regarding the following options:

Funeral Home Name – Enter the name of business.
Aurora Account # - Enter account #.
Address 1 – Enter address.
Address 2 – Enter address.
City – Enter city.
State – Enter state.
Postal Code (zip code) – Enter zip code.
Phone – Enter phone number.
Fax – Enter fax number.
Internet Address – Enter Internet address (e.g. www.funeralplan.com)
Email – Enter email address.
Services Tax Rate – Enter appropriate state tax rate for services.
Products Tax Rate – Enter appropriate state tax rate for products.
User Name – Enter any combination of letters and/or numbers. Aurora recommends using a minimum of 4 letters and/or numbers. This can be changed as often as desired.
Password – Enter any combination of letters and/or numbers. Aurora recommends using a minimum of 4 letters and/or numbers. This can be changed as often as desired. This field will fill with ****, once the password is entered.
Display Total Prices- If you select "No", the family will only see the price of the product displayed in the selection room. If "Yes", prices for product, service and a grand total will be shown in the selection room.



Computer Setup – Located under "Save Setup" on the toolbar, this area will be set up at installation by Aurora. Do not change any information on this screen, as it will affect your updates.

The **Contract Information** window appears at the bottom of the page. This window is used to store the contract that serves as the legal binding agreement between the funeral home and the family. Click on the window until the cursor appears, then enter the contractual document text. At any time, the contract can be edited by clicking in the window and typing any changes. When the contract has been entered, click "Save Setup" to exit the window.

If contract information does not need to be altered, this area may be bypassed by clicking "Save Setup" on the Funeral Home Setup screen. This will return to the home page.

The "Computer Setup" information and the "Contract Info" can be hidden (taken off the screen) by clicking "Hide Computer Setup" or "Hide Contract Info" at the bottom of the Director's Screen.

Disclosure Information provides your funeral home's disclosure information in each service category of the selection process.

When the correct information has been entered, click "Save Setup" on the left of the page.

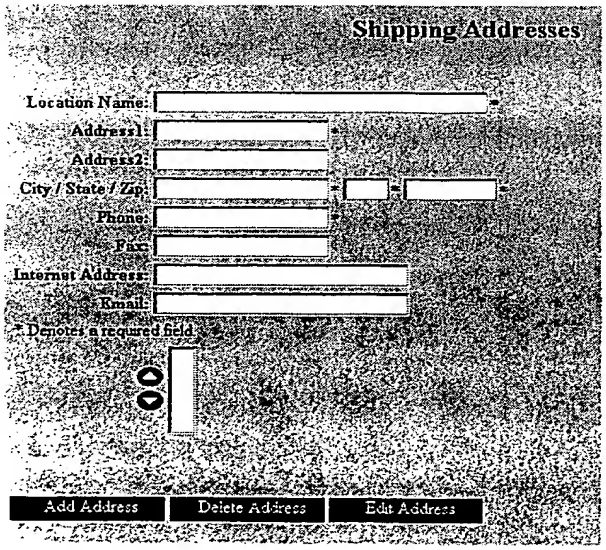
Updating Funeral Home Setup: You can update the setup fields at any time by clicking on the Setup button and editing the desired field.

Shipping Addresses

This screen allows you to enter the locations where you would like the products delivered.

To enter a new location:

1. Key in the required information by putting the cursor in the appropriate field and typing in the information. The following fields are required: Location, Name, address, city/state/zip, phone.
2. Click on the New Address icon at the bottom of the screen.
3. When finished, click on SAVE ADDRESSES on the toolbar.



To edit an existing shipping address:

1. Click on the location name in the text box. This will populate the existing information for that location in the required fields.
2. Edit the necessary fields by clicking on the field with the cursor and typing in the new information.
3. When the changes are completed, click on the Save Address icon at the bottom of the screen. Edit one or more of your addresses.
4. Click on SAVE ADDRESSES on the toolbar.

To delete a location:

1. Click on the location name in the text box.
2. Select the Delete Address icon at the bottom of the screen.
3. Click on SAVE ADDRESSES on the toolbar.

Order/Update

This screen should be utilized after the selection room process. If no orders are listed, then no orders are pending. **If orders are listed, they are pending and have not been sent to Aurora**. To submit and upload an order, see Order/Update page 21.

Inventory Update

Prior to an at-need conference, click on Inventory Update to update your system with those products currently available in the service center. This file is downloaded from the service center that serves you. Once you click on the toolbar on the Director's Menu, the system will dial into Aurora's system and transmit the file to your system. **Note:** If you are using a modem with dial-up networking, you should see the dial-up networking box and hear the system dial. If you are using a LAN, multiple windows will open at the bottom of your screen.

Casket Price List

The "Casket Price List" lists your casket retail pricing, descriptions and materials to allow you to print, at any time, the required FTC list of caskets in inventory. When you click on the "Casket Price List" toolbar, the price list will first appear covered by a "Print Document" screen. To print, click "OK".

To return to the Director's Menu, select your "Back" key on the Internet Explorer toolbar or right click your mouse and choose "Back".

Aurora Casket Company
Casket Price List

Product Description	Material	Price
2889 Regal Brushed 2490T Sandalwood Premium Velvet GM	Bronze	$5000
2199 Dark Brushed Copper 2501C Rosetan Premium Velvet CM	Copper	$5000
3836 Light Brushed 1524T Silver Premium Velvet AS	Stainless Steel	$2750
5700 Westminster Solid Oak 9140 Camelia Velvet	Oak	$2500
4304 Testament Solid Oak 5760 Rosetan Bellaire Crepe	Oak	$2500

Urn Price List

The "Urn Price List" is the same format as the "Casket Price List". It lists each urn in your inventory along with its description, price and material. When you click on the "Urn Price List" toolbar, this screen will first appear covered by a "Print Document" screen. This allows you to print the FTC required price list. To print, click "OK". To return to the Director's Menu, select the "Back" key or right click your mouse and select "Back".

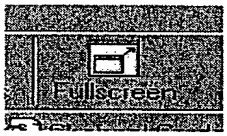
Services Price List

This feature allows you to print your GPL. As with the previous two price lists, there is a printing option that appears before viewing the screen. To print, click "OK" on the print screen. It describes the services you provide and details service descriptions and prices. To return to the Director's Menu, select your "Back" key on the Internet toolbar or right click your mouse and select "Back".

SELECTION ROOM

For at-need services, click on Inventory Update prior to entering the selection room. After update is complete, click on Selection Room. **Note:** If you are using a modem with dial-up networking, you should see the dial-up networking box and hear the system dial. If you are using a LAN, multiple windows will open at the bottom of your screen.

Please select the fullscreen option on Internet Explorer. To select the fullscreen option, press the F11 key on the keyboard or click on the icon on the toolbar. To deselect fullscreen, press F11 again.

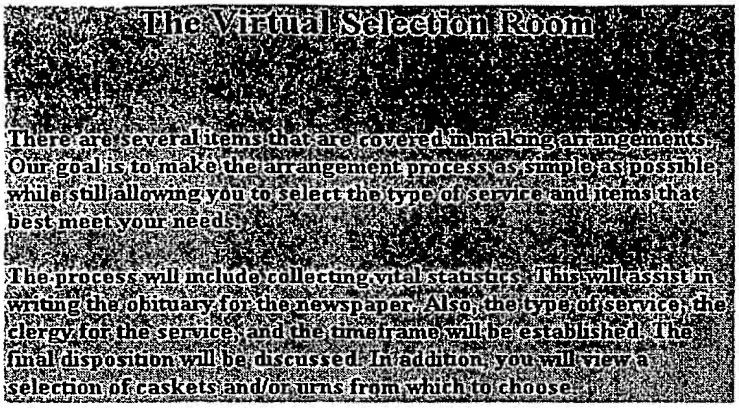


The selection room contains the arrangement information. Once you click the selection room option, a "splash" screen featuring the Family Advisor logo will appear. It is necessary to enter through this screen **prior to each arrangement,** as this screen synchronizes the databases necessary to operate the system.

Virtual Selection Room Introduction

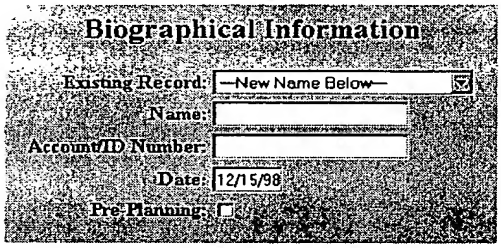
This screen gives a short introduction and overview of the Family Advisor system and the funeral arrangement process. Use this screen as an opportunity to inform the family of what will be accomplished during the arrangement process. Click "continue" to demonstrate The Family Advisor after introducing the family to the process and the system.

If you want to place an actual pre-need or at-need order, click on "Biographical Information".



Biographical Information

This screen is for entering biographical information. You have the choice to use an existing record or to enter a new name with an Account/ID #.



Using an existing record will allow you to reference all prior funeral arrangements made for that individual using this system.

System Note:

If the system sits idle for 15 minutes or longer while you are entering customer data, information pertaining to the current customer will be lost. System idle is when there is no activity such as entering data, changing screens or displaying images. This will force you to go back to the "Biographical Information" page and retrieve the customer's account information. Each step will have to be re-entered to get back to the point you were at the time of idle.

To access the existing records

Click on the down arrow located to the right of the text box. By clicking this arrow a drop down list will appear. Use the pointer to click on the desired name or account number. When the name is highlighted in the "existing record" box, click "continue".

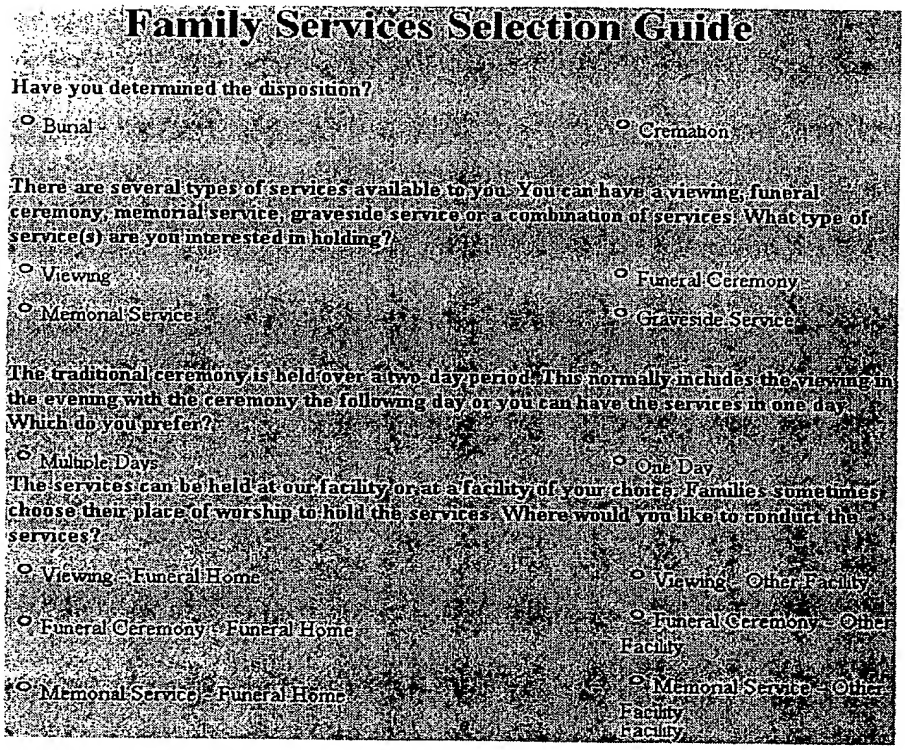
To enter a new name

1. Click once on the name text box until a cursor appears.
2. Type in the last name of the deceased or of the person that is making pre-need arrangements then tab to the next field and type in the first name.
3. Type in the Account/ID #. This can be the account number from the accounting package that you currently use. There are no field length requirements for this field.
4. Type in the date. NOTE: We recommend entering the contract date for pre-need arrangements. For at-need arrangements, type in the date-of-death, date of service or arrangement date but be consistent with your designations.

5. Check the pre-planning box if the person is making pre-planning arrangements (inventory will not be checked). If making at-need arrangements, leave this box blank. This will allow the system to check current inventory levels. If product is temporarily unavailable, the product will not be shown in the selection room.
6. Click "Continue".

Family Services Selection Guide

The purpose of this screen is to discuss the family's options for services and allow them to choose those services that meet their needs. To answer the questions, click on one or more of the options below each question until the Aurora logo appears.



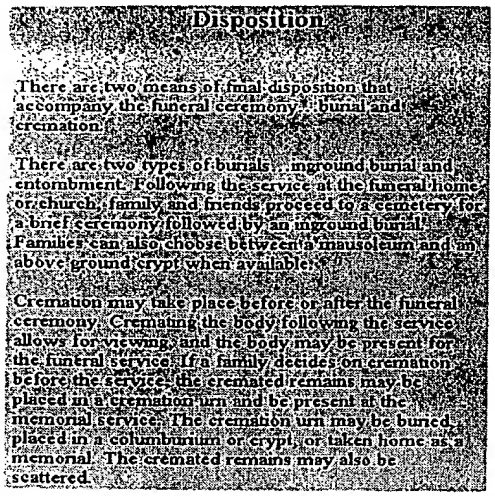
If cremation is selected, see page 23.
If burial is selected, please continue.

For more information on disposition and funeral service options, click on the appropriate subject bar located on the toolbar. These information screens are optional (see descriptions below). Consumer Research indicates that this information is especially helpful in making pre-need arrangements. These screens can also be used during an at-need arrangement if a family has questions regarding the types of services or has difficulty making a decision.

Disposition - *Optional Screen

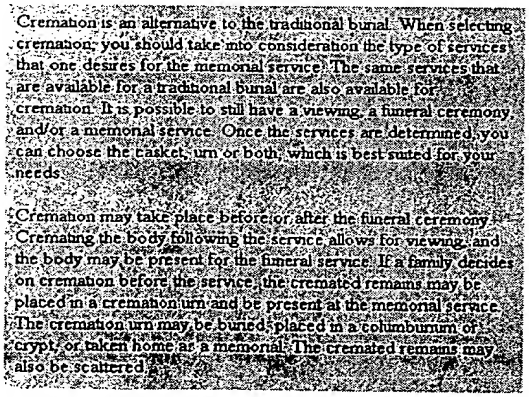
To access this screen click on the word Disposition on the toolbar. This screen provides information on the disposition options so that you can discuss the options with the family.

After reviewing the screen, click on the "Close" button at the bottom of the screen to return to the Family Services Selection Guide.



Cremation Information - *Optional Screen

To access this screen, click on the word Cremation to the left on the Family Services Selection Guide. This screen provides the opportunity to discuss service options available with cremation. Click on "close" at the bottom of the screen to return to the Family Services Selection Guide.



Services - *Optional Screen

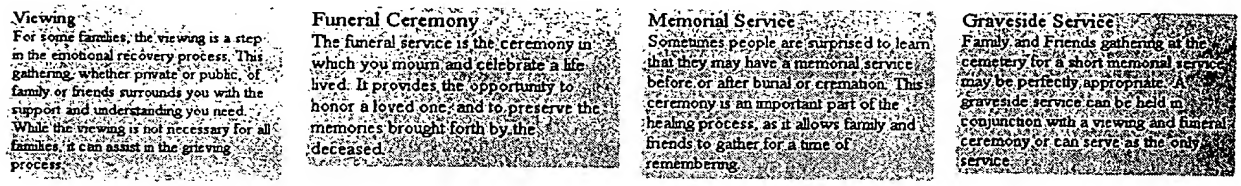
The purpose of this screen is to provide information and answer questions regarding the value of the four primary services. The screen offers the following selections: Viewing, Funeral Ceremony, Memorial Services, and Graveside Services. A brief summary and corresponding video can be found on each type of service by clicking on the individual selection. The video segments of Professor Ken Czillinger, a Bereavement Consultant, discuss the value of the different available services. To activate the video segment click on the play button under the video screen.

Play

You also have the option to stop or pause the video by clicking the pause button.

Stop/Pause

After viewing the desired selections click "close" at the bottom of the screen. This will return you to the Family Services Selection Screen. These videos may or may not be shown; the funeral director should use judgment with the family.



Select Services

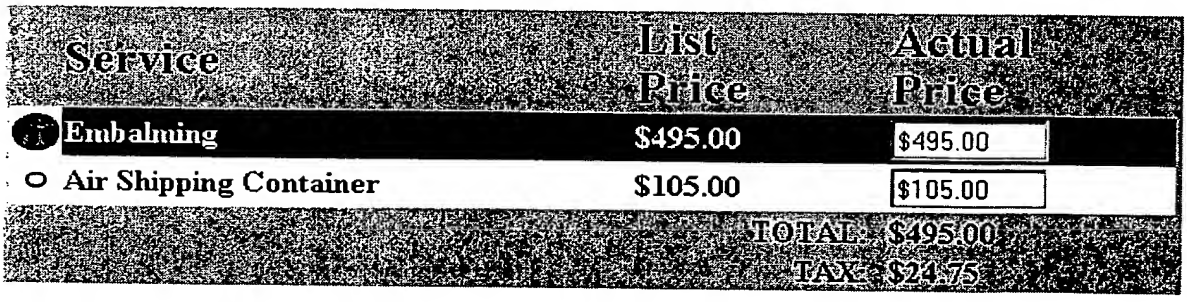
Continuing from the Family Services Selection Guide, this area shows a list of all the services available including the cost of the specified service. It is broken into the package, service, facilities and merchandise categories you created during Service Setup. It is your general price list.

To select the desired services, click on the circle to the left. Once your choice has been highlighted and the Aurora logo appears, the system automatically calculates the selected services' price. The "TOTAL", located at the bottom of the list, will automatically recalculate pricing and tax after each product selection.

You can also adjust the Actual Price. Changes to Actual Price must be made **before** selecting the service. The total and tax will adjust after you have selected the service.

If you entered service descriptions during setup, they can be accessed by clicking on the name of the service. To exit the description, click on "Close".

Once the family has chosen the desired services, click "Save & Continue". To deselect a service, simply click again. The Aurora logo and highlighted line will disappear. The total will be adjusted accordingly.



Note: This is a sample screen, the screen that you will see will contain your service descriptions and pricing.

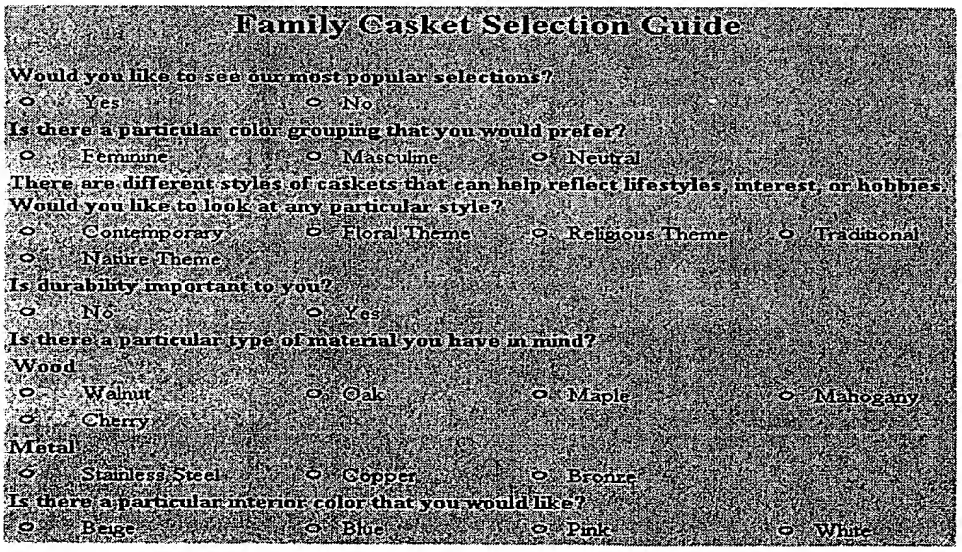
Family Casket Selection Guide

The Family Casket Selection Guide enables a family to view your most popular casket selections or to select a casket based on interests, hobbies, and preferences. This method of selecting a casket allows the family to select a casket in familiar terms. In addition, it gives them the perception that they are "customizing" the casket.

To view the most popular casket selections, answer "Yes" to the first question. Your most popular caskets will appear in price descending order. If none of the popular caskets appeal to the family, return to the selection guide by choosing "Casket Guide" on the toolbar and changing your selection criteria.

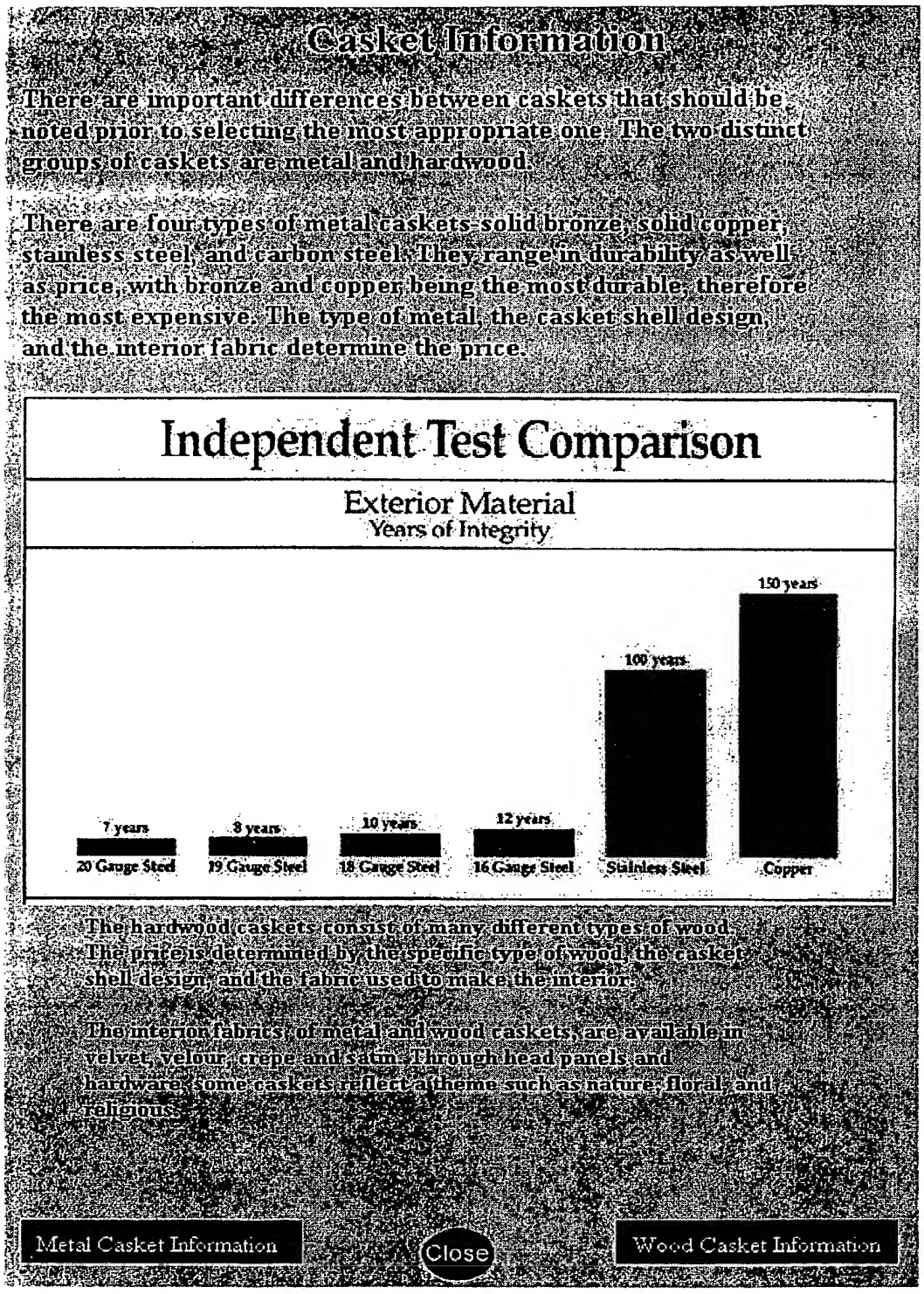
To narrow the search for the most appropriate casket, answer one or more of the questions. You may choose multiple selections for each question. **Note**: If you do not answer any of the questions, all of the products that you have selected as part of your "virtual inventory" will be shown. This can be overwhelming to a family. Consumer research has shown that families prefer to choose from no more than 10 caskets. However, by answering all questions in the Selection Guide, you run the risk of not having any selections appear. Answer only those questions important to the family.

To select the desired response to each question, click on the circle located to the left of each option. The Aurora logo will appear to indicate your selection. Once the preferences have been highlighted, click "continue".



Casket Information - *Optional Screen

The Casket Information screen gives you the opportunity to educate the family on casket material options. The family can learn about the types of metal or species of wood. This area also includes video clips on the manufacturing process to demonstrate the value of the product.



To learn more about a specific type of material, click on the "metal" or "wood" icon. By choosing either of these options, you will enter an area that supplies more information about the chosen type of casket. In addition, there is a sample of each material category. To view the sample image, click on the material type. To view the video clips, click on the button

next to the video description. The video clip will appear in the view box. **Note:** Consumer research indicates that this area is helpful in making pre-need arrangements. It serves as a good discussion area to inform the family of their options.

When you are finished viewing the desired information, click "Close" to return to the casket selection guide screen. Click "Continue".

Casket Selection

The casket selection screen allows you to view the available caskets, based on the choices in the selection guide, in order of highest to lowest price. This allows you to show the family the highest priced casket in that category (which would be the first selection), and the lowest priced casket, by toggling back one selection. Inside the toggle arrows, there will be a total number of caskets selected.

To move from one casket to the next, click on the arrows on the bottom right of the screen. You can toggle back and forth as often as you desire. The price of the casket, the services total, including tax and the grand total appear only if yes is chosen to display totals in setup area. If no, only the price of the casket will be displayed. The product description and material type appear under the picture of the casket.

You can view close-ups of the hardware and the interior panel by clicking on the lower right hand corner for hardware or on the interior panel to view the panel. To return to the full casket view, click in the upper right hand corner.

When the family selects the desired casket, make sure the picture of the desired casket is displayed on the screen and select "Choose Casket" on the toolbar.

If none of the caskets selected meet the families' satisfaction, then return to the selection guide by choosing "Casket Guide" on the toolbar and changing your selection criteria.

Summary

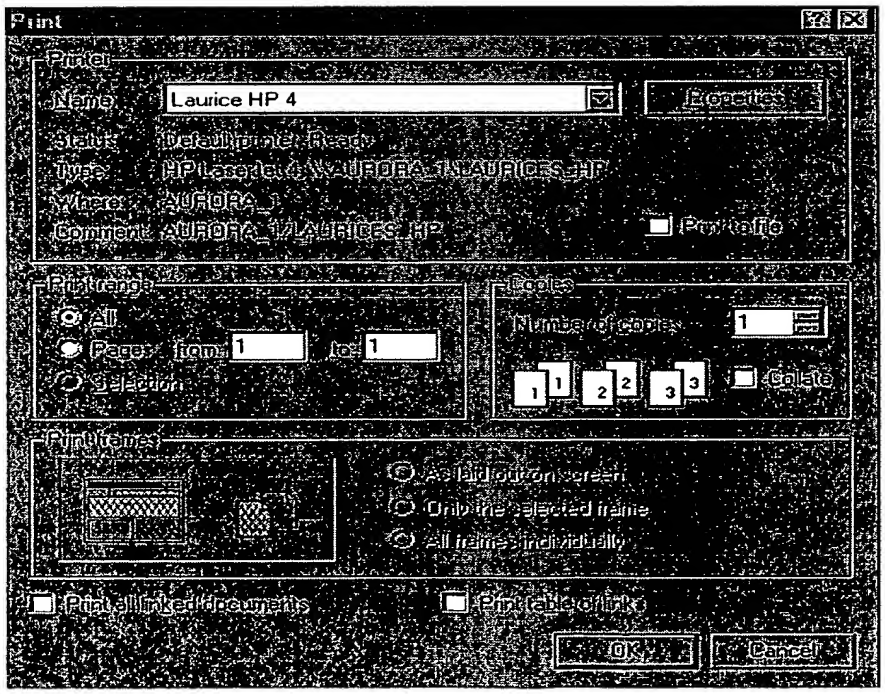
The "Summary" screen provides a recap of the services and product that the family has selected. If there are cash advance items, enter the cost(s) directly on the summary page. Total cost will be recalculated automatically as you tab from each entry. You can also add products and services that your funeral home provides. Click on the blank line under Service or Product to enter your selection. Be sure to include a price. You must tab out of the price box in order for the total price to recalculate including the new item(s) added.

Aurora Casket Company

Name: Blow, Joe **Account/ID Number:** 1234

Service	Qty	Each	Cost
Traditional Funeral Offering	1	$2,555.00	$2,555.00
Test Service	1	$500.00	$500.00
Embalming	1	$495.00	$495.00
		Service Tax:	$177.50
		Service Total:	$3,727.50
Product	**Qty**	**Each**	**Cost**
2298 Coral Mist 2704 Pink Premium Velvet	1	$5,000.00	$5,000.00
A Test Product	1	$100.00	$100.00
2889 Regal Brushed 2490T Sandalwood Premium Velvet GM	3	$5,000.00	$15,000.00

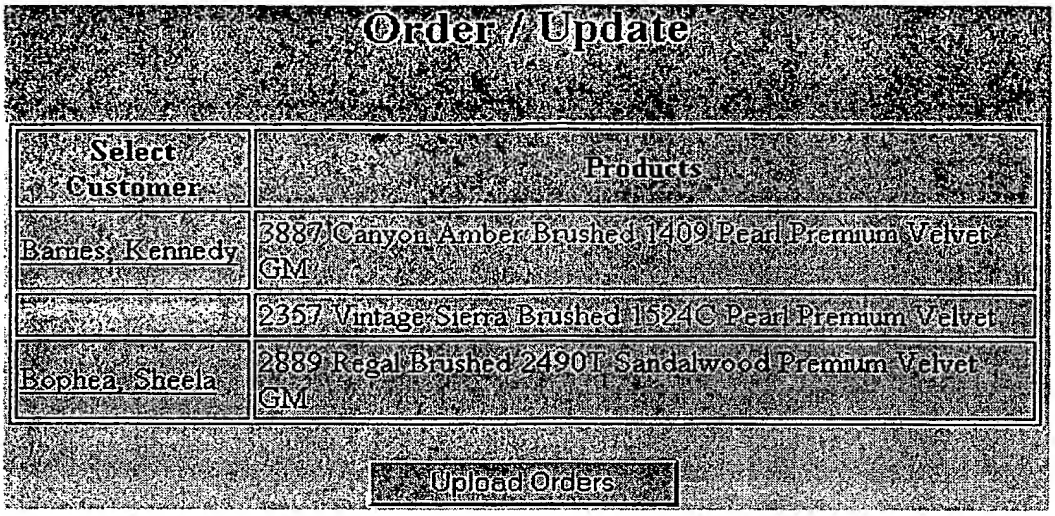
After reviewing the summary, click "Save & Continue". The "Print" screen will appear. Review all "Print" options insuring they are correct. Click "OK". A copy of the contract will print with the summary. After the summary and contract are printed, please click on the "Order/Update" button on the toolbar.



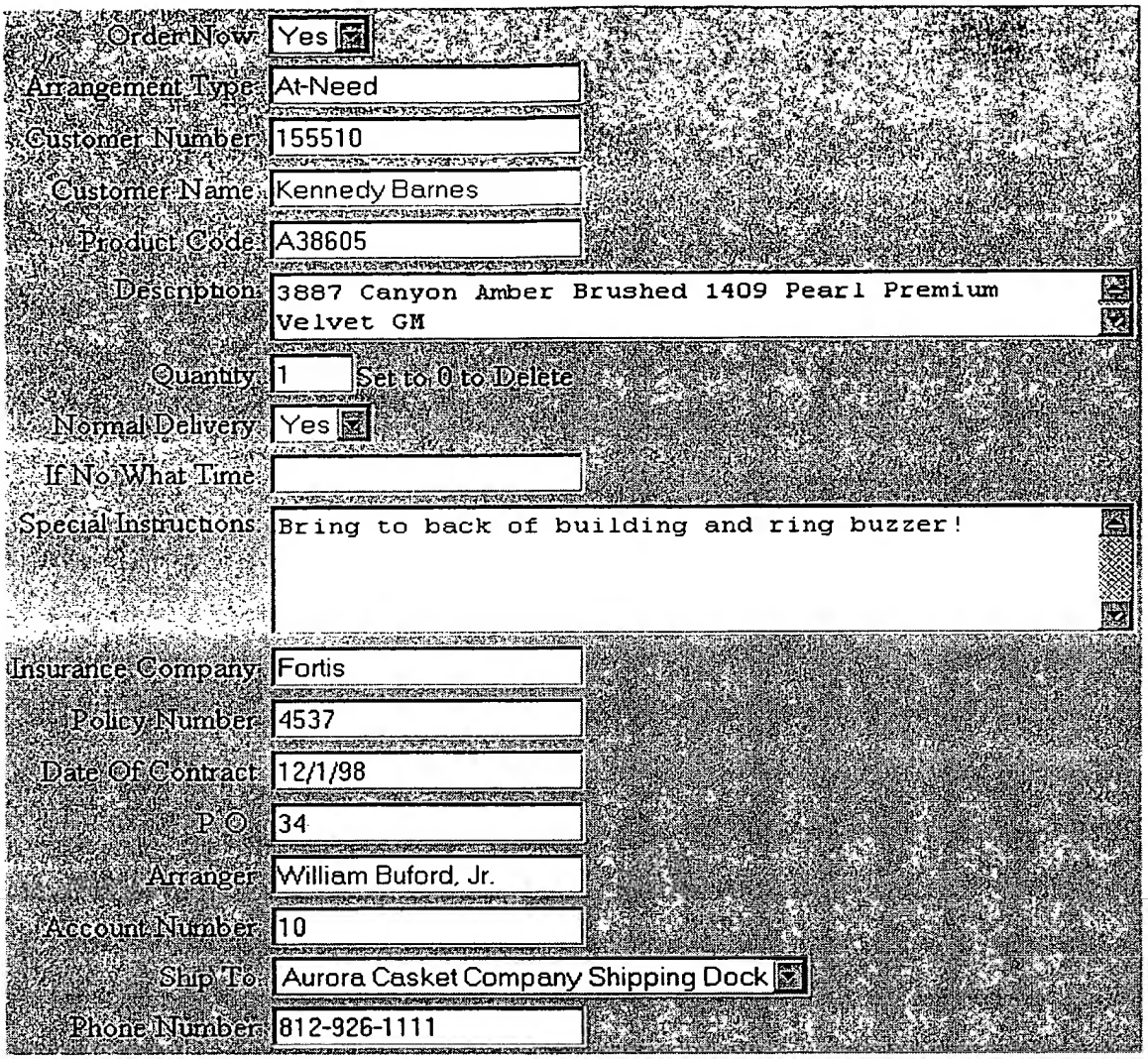
If you do not want to print the summary, simply select cancel. A pop-up screen will appear that indicates that nothing was printed, simply select "ok".

Order Update

After clicking on Order/Update, your customer's name and product will appear. If you have not recently uploaded any orders, multiple customers may show in a list.



Click on your customer's name. This area of the system allows you to review your order, specify delivery information or special instructions and place the order on-line. Many of the fields will automatically populate based on the selections that were made during the arrangement process.



Order Now – will default to Yes. If you do not want to order now, simply select No by using the down arrow to the right of the field. However, realize that Aurora will not receive the order online if you select no.
Arrangement Type – will automatically populate based on what was entered on the biographical information screen.
Customer Number – will automatically populate based on account ID entered on biographical information screen.
Customer Name – will automatically populate based on Name field entered on biographical information screen.
Product Code – will automatically populate based on product selected
Description - will automatically populate based on product selected
Quantity – will automatically populate based on number of products selected, but can be edited.
Normal delivery – will default to yes. You can choose no by using the down arrow to the right of field.
If No, what time – please enter the desired delivery time, if you chose No in the normal delivery field.

Special Instructions – note any special instructions that Aurora will need to know regarding this order.
Insurance Company – please complete for pre-need – will automatically populate if this was completed on the biographical information screen.
Policy Number – please complete for pre-need – will automatically populate if this was completed on the biographical information screen.
Date of contract – Enter date of pre-need contract
P.O. – key in purchase order number, if applicable
Arranger – enter arranger/contact name
Account Number – This is your funeral home's account number with Aurora. This field will automatically populate based on set up screen.
Shipping To – automatically defaults to shipping location 1, however, you can choose other locations by using the down arrow to the right of the field.
Phone number – will automatically populate based on set up screen information.

When the order information is complete, click on "submit order" at the bottom of the screen. You may submit multiple orders. Your customer will be removed from the order/update screen and be pending upload to Aurora. After submitting your orders, click on "upload" to send your orders to Aurora. **Submitting and uploading orders is a two step process.** "Submit" creates a file for the Aurora computer system to read. "Upload" actually *sends* the order from your computer to Aurora. **Note:** If you are using a modem with dial-up networking, you should see the dial-up networking box and hear the system dial. If you are using a LAN, multiple windows will open at the bottom of your screen.

You may only upload orders **once** every 30 minutes. **Uploading multiple, individual orders within one 30-minute period will result in the cancellation of the prior order.** You will receive an email confirmation at approximately 30 minutes after the upload.

If you prefer to order by calling Aurora Answers, simply enter a "0" in the quantity field and click on submit orders. This action will delete the order.

Cremation:

If cremation is chosen on the Family Services Selection Guide, then the system process will be as follows:

Select Services

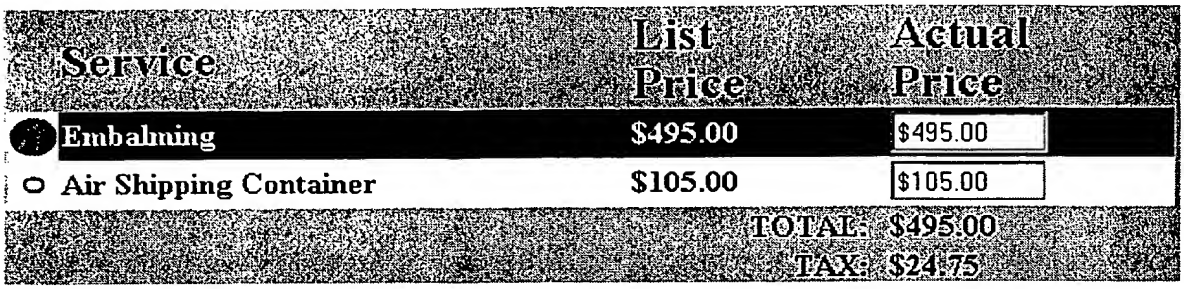
This area shows a list of all the services available, including the cost of the specified service. It is broken into the package, service, facilities and merchandize categories you created during Service Setup. It is your general price list.

To select the desired services click on the circle to the left. Once your choice has been highlighted and the Aurora logo appears, the system automatically calculates the selected services' price. The "TOTAL", located at the bottom of the list, will automatically recalculate pricing and tax after each product selection

You can also adjust the Actual Price. Changes to Actual Price must be made **before** selecting the service. The total and tax will adjust after you have selected the service.

If you entered service descriptions during setup, clicking on the name of the service can access them. To exit the description, click on "Close".

Once the family has chosen the desired services, click "Save & Continue". To deselect a service, simply click again. The Aurora logo and highlighted line will disappear. The total will be adjusted accordingly.



Note: This is a sample screen, the screen that you will see will contain your service descriptions and pricing.

Family Cremation Casket Selection Guide

The Family Cremation Casket Selection Guide enables a family to select a casket based on interests, hobbies, and preferences. This method of selecting a casket allows the family to select a casket in familiar terms. To narrow the search for the most appropriate casket, answer one or more of the questions. You may choose multiple selections for each question. **Note:** If you do not answer any of the questions, all of the products that you have selected as part of your "virtual inventory" will be shown. This can be overwhelming to a family. Consumer research has shown that families would like to see no more than 10 caskets from which to choose. However, by answering all questions in the Selection Guide, you run the risk of not having any selections appear. Answer only those questions important to the family.

To select the desired response to each question, click on the circle located to the left of each option. The Aurora logo will appear to indicate your selection. Once the preferences have been highlighted, click "continue".

Casket Information - *Optional Screen

To access this screen, click on the cremation casket information on the toolbar. This screen provides information on the types of cremation caskets available to the family.

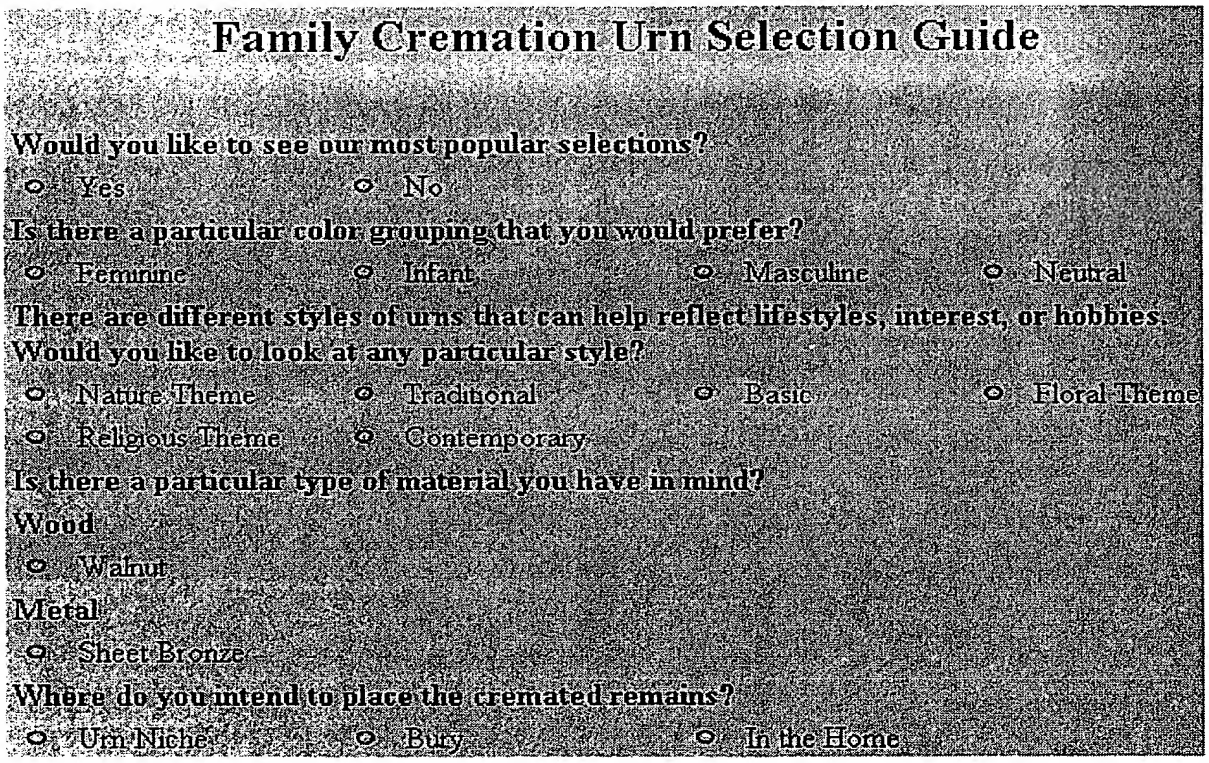
Cremation Casket Selection

The casket selection screen allows you to view the available caskets, based on the choices in the selection guide, in order of highest to lowest price. This allows you to show the family the highest priced casket in that category (which would be the first selection), and the lowest priced casket, by toggling back one selection. Inside the toggle arrows, there will be a total number of caskets selected. To move from one casket to the next, click on the arrows on the bottom right of the screen. You can toggle back and forth as often as you desire. If you have setup total prices to be shown, the price of the casket, including tax, the services total including tax and the grand total appear under the toolbar. The product description and material type appear under the picture of the casket.

When the picture of the desired casket appears, click "Choose Casket" on the toolbar.

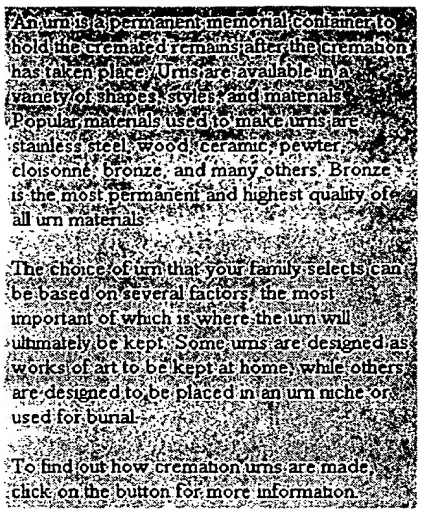
Family Cremation Urn Selection Guide

The Family Cremation Urn Selection Guide enables a family to select an urn based on interests, hobbies, preferences, and desired disposition of the cremated remains. This method of selecting an urn allows the family to select an urn in familiar terms and which makes sense for its ultimate use. To narrow the search for the most appropriate urn, answer one or more of the questions. You may choose multiple selections for each question. **Note:** If you do not answer any of the questions, all of the products that you have selected as part of your "virtual inventory" will be shown. This can be overwhelming to a family. Consumer research has shown that families would like to see approximately 20 urns or less from which to choose. However, by answering all questions in the Selection Guide, you run the risk of not having any selections appear. Answer only those questions important to the family.



Urn Information - *Optional Screen

To access this screen, click on the words Urn Information on the toolbar. This screen offers valuable information on the types of urns available and what a family may want to consider when selecting an urn. In addition, this screen also offers a video segment on the manufacturing process of an urn. This video segment assists in demonstrating the value of the products. After reviewing this screen click on the close button at the bottom of the screen to return to the Urn Selection Guide.



Urn Selection

The urn selection screen allows you to view the available cremation urns in order of highest to lowest price. The number inside the toggle arrows indicates how many urns meet the family's selection. To move from one urn to the next, click on the arrows on the bottom right of the screen. When the picture of the desired urn appears, click "Choose Urn".

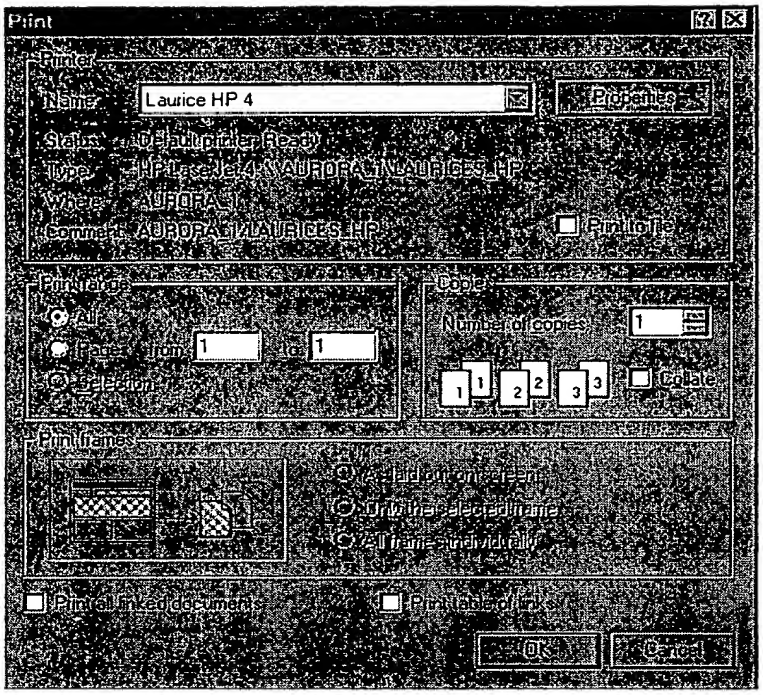
Summary

The "Summary" screen provides a recap of the services and product that the family has selected including quantity and cost. After reviewing the summary, click "Save & Continue". The "Print" screen will appear.

Product	Qty.	Each	Cost
2298 Coral Mist 2704 Pink Premium Velvet	1	$5,000.00	$5,000.00
A Test Product	1	$100.00	$100.00
2889 Regal Brushed 2490T Sandalwood Premium Velvet GM	4	$5,000.00	$20,000.00
Sanctuary Walnut	3	$360.00	$1,080.00
Bracondale Solid Mahogany Silver Beige Velvet	1	$2,000.00	$2,000.00
	1	0	$0.00
	1	0	$0.00
	1	0	$0.00
		Product Tax:	$1,409.00
		Product Total:	$29,589.00
		SUB TOTAL:	$32,796.75

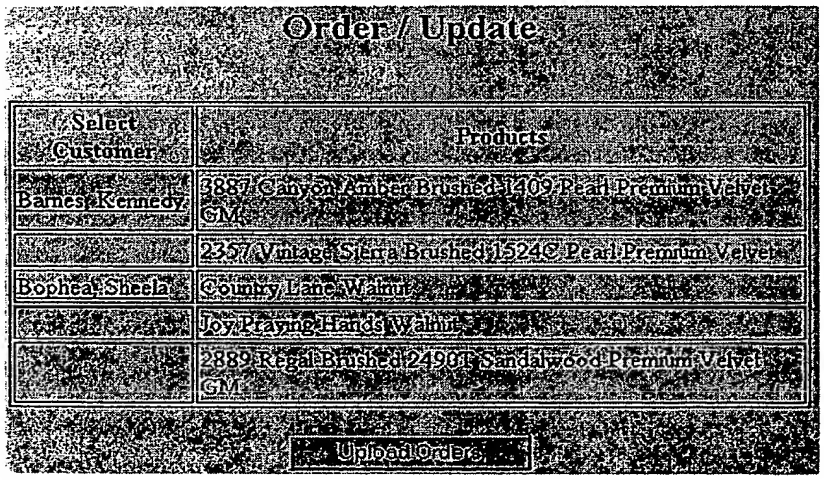
Review all "Print" options insuring they are correct. Click "OK". A copy of the contract will print with the summary. After the summary and contract are printed, please click on the "Order/Update" button on the toolbar.

If you do not want to print the summary, simply select cancel. A pop-up screen will appear that indicates that nothing was printed, simply select "ok".

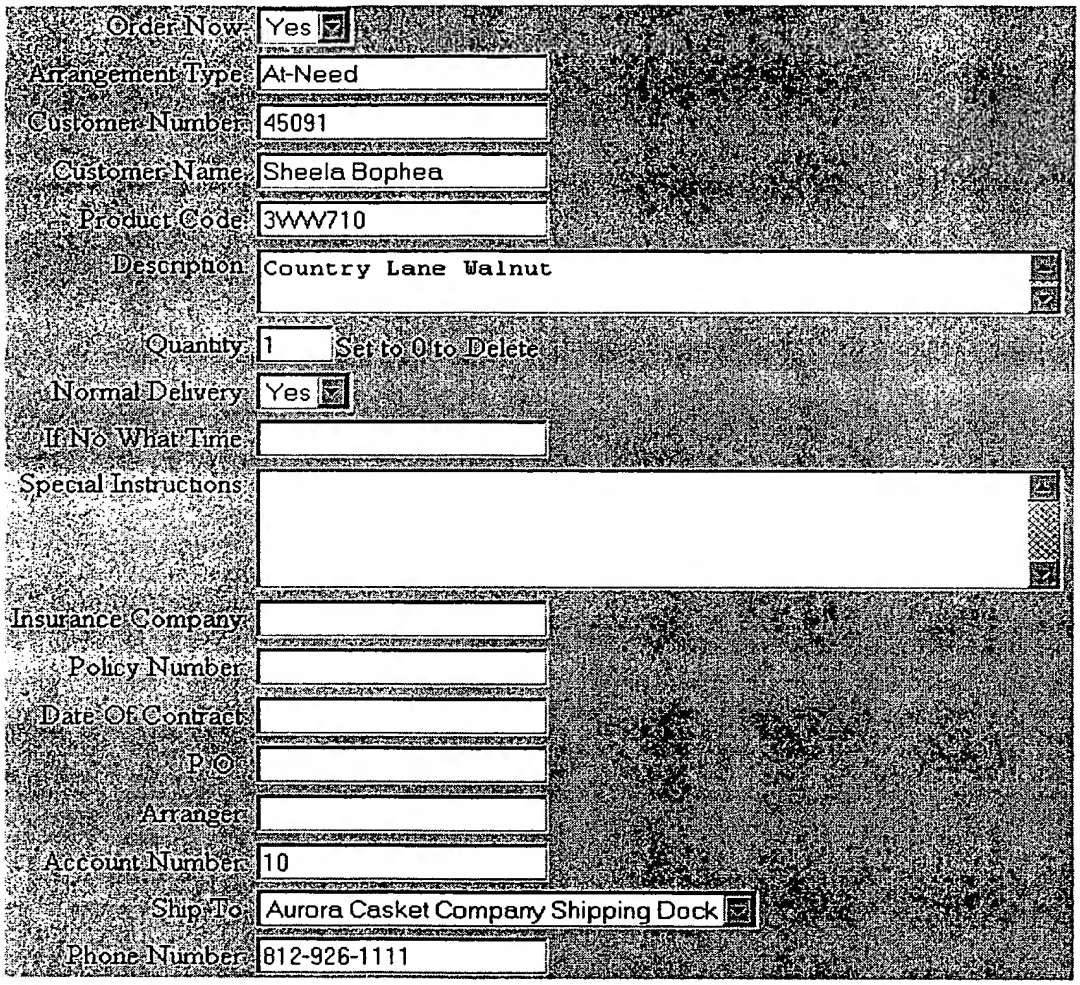


Order/Update

After clicking on Order/Update, your customer's name and product will appear. If you have not recently uploaded any orders, multiple customers may show in a list.



Click on your customer's name. This area of the system allows you to review your order, specify delivery information or special instructions and place the order on-line. Many of the fields will automatically populate based on the selections that were made during the arrangement process. If the urn is to be inscribed (personalized), please type the inscription in the Special Instructions field.



Order Now – will default to Yes. If you do not want to order now, simply select No by using the down arrow to the right of the field. However, realize that Aurora will not receive the order online if you select no.
Arrangement Type – will automatically populate based on what was entered on the biographical information screen.
Customer Number – will automatically populate based on account ID entered on biographical information screen.
Customer Name – will automatically populate based on Name field entered on biographical information screen.
Product Code – will automatically populate based on product selected
Description - will automatically populate based on product selected
Qty – will automatically populate based on number of products selected, but can be edited

Normal delivery – will default to yes. You can choose No by using the down arrow to the right of field.
If no, what time – please enter the desired delivery time, if you chose No in the normal delivery field.
Special Instructions – note any special instructions that Aurora will need to know regarding this order.
Insurance Company – please complete for pre-need – will automatically populate if this was completed on the biographical information screen.
Policy Number – please complete for pre-need – will automatically populate if this was completed on the biographical information screen.
Date of contract – Enter date of pre-need contract
P.O. – key in purchase order number, if applicable
Arranger – enter arranger/contact name
Account Number – This is your funeral home's account number with Aurora. This field will automatically populate based on set up screen.
Shipping to – automatically defaults? To shipping location 1, however, can choose other locations by using the down arrow to the right of the field.
Phone number – will automatically populate based on set up screen information.

When the order information is complete, click on "submit order" at the bottom of the screen. You may submit multiple orders. Your customer will be removed from the order/update screen and be pending upload to Aurora. After submitting your orders, click on "upload" to send your orders to Aurora. **Submitting and uploading orders is a two step process.** "Submit" creates a file for the Aurora computer system to read. "Upload" actually *sends* the order from your computer to Aurora. **Note:** If you are using a modem with dial-up networking, you should see the dial-up networking box and hear the system dial. If you are using a LAN, multiple windows will open at the bottom of your screen.

You may only upload orders **once** every 30 minutes. **Uploading multiple, individual orders within one 30 minute period will result in the cancellation of the prior order.** You will receive an email confirmation approximately 30 minutes after the upload.

If you prefer to order by calling Aurora Answers, simply enter a "0" in the quantity field and click on submit orders. This action will delete the order.